

ADPA BULLETIN NO. 04-05

September 16, 2004

TO: All CalWORKs Treatment Programs

FROM: Patrick L. Ogawa, Director
Alcohol and Drug Program Administration

SUBJECT: **CalWORKs ORIENTATION AND OUTREACH SERVICES**

This bulletin is to define and delineate the differences between CalWORKs orientation and outreach services, and clarify the specific orientation and outreach activities that are approved and billable to your California Work Opportunities and Responsibility to Kids (CalWORKs) contracts.

BACKGROUND

Alcohol and Drug Program Administration's (ADPA) CalWORKs Supportive Services program is funded by Los Angeles County's Department of Public Social Services (DPSS). The services are designed to serve CalWORKs recipients who are unable to find and retain work due to a substance abuse mental health or domestic violence barrier. In addition to direct alcohol and other drug treatment and recovery services, ADPA non-residential contracts include the flexibility for programs to bill for staff time in attempting to attract and engage eligible CalWORKs participants. These services generally fall into two categories, outreach and orientation.

DEFINITIONS OF ORIENTATION AND OUTREACH SERVICES

ORIENTATION SERVICES

Orientation services are those services provided at DPSS District offices, for participants that are applying or being re-certified for CalWORKs benefits, at Greater Avenues for Independence (GAIN) Regional Center sites, during scheduled GAIN orientations and Los Angeles County Office of Education Job Club presentations. Orientation services are designed to educate participants and where possible DPSS staff regarding the treatment and recovery services available through the CalWORKs supportive services system. Participants identified as a result

of the orientation process are referred to the CASC for assessment and may be directed to any treatment program within the CalWORKs treatment network. DPSS Orientation sessions are not designed for programs to market their specific services, nor should they expect that referrals generated would be automatically assigned to their agency for treatment.

Orientation services are scheduled and coordinated by the Community Assessment Service Centers (CASC) lead agency for each Service Planning Area. ADPA has developed a set of "Talking Points," that detail the specific items that must be presented in each orientation session (see enclosure). Orientation sessions are to be conducted by individuals who have in-depth knowledge and expertise in the area of alcohol and other drugs, as well as a good understanding of the alcohol and drug treatment and recovery system in Los Angeles County.

OUTREACH SERVICES

Outreach activities are services conducted in the field, at locations potentially frequented by CalWORKs and or GAIN recipients, for the purposes of informing said recipient about the availability of CalWORKs supportive services benefits under the CalWORKs program. Formal presentations including alcohol and other drug abuse education, overviews of treatment and recovery services, public information bulletins, videos, advertisements and public service announcements that promote treatment and recovery are among the educational efforts and tools that agencies may use during outreach. These tools will help to educate potential and existing CalWORKs participants, DPSS, GAIN, Job Club and the community at large on CalWORKs program benefits and the supportive services available.

Potential sites for outreach activities include, but are not limited to, community centers frequented by CalWORKs eligible participants, check cashing centers, super markets, laundromats, churches, child care centers, local parks and participating in community health fairs. CalWORKs participants generated from outreach may be enrolled directly into the agency's treatment program by following the instructions outlined in the CalWORKs Program Provider Instructions and the DPSS Provider Directives.

PROGRAM BILLING CLAIMS

Effective February 1, 2004 DPSS began requiring additional information from all CalWORKs treatment agencies including those providing orientation and outreach services. Programs are required to report monthly the number outreach activities performed. Additionally, programs must report the number of orientation sessions they provide and the number of participants attending the sessions at DPSS, GAIN Regional offices, and or Job Club sites. A sample of the reporting form is enclosed.

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TRAINING

The requirement to document orientation and outreach services is just one of a number of CalWORKs program changes that have occurred over the past year. Therefore, we offer to work closely with you, so you have a clear understanding of what is required. In that regard, we are planning a mandatory in-depth training on CalWORKs policies and procedures during October 2004. This training will cover all the new program requirements, along with a review of existing CalWORKs policies and procedures. We want, to ensure that all of your CalWORKs staff is well informed and to prevent, where possible, any audit exceptions.

We appreciate your prompt attention to this matter, and thank you in advance for your efforts. Please contact the following staff for further assistance:

Information Systems:	Richard Lugo	626.299.4547
Billings:	Shirley Diep	626.299.4180
General Questions:	Linda Dyer	626.299.4109

PLO:ld

c: Richard Browne
Jeremy D. Cortez
David Hoang
George Weir

County of Los Angeles
Department of Health Services - ADPA
CalWORKs Orientation & Outreach Activities
Additional Reporting Requirements for CalWORKs Contractors

Provider Name:

Contract No.:

Period Reporting:

OUTREACH:

Outreach - are services conducted in the field, at locations potentially frequented by CalWORKs and/or GAIN recipients, for the purposes of informing said recipient of the availability of CalWORKs supportive services benefits under the CalWORKs program.

Number of outreach activities during the month:

ORIENTATION:

Orientation - is an activity that is provided at the Department of Public Social Services District Offices (for clients that are applying for CalWORKs) and at GAIN Regional Center sites (during scheduled GAIN Orientations and Job Club presentations).

DPSS DISTRICT OFFICES:

Number of orientation sessions provided at DPSS District Offices:

Number of CalWORKs applicants receiving Supportive Services orientation at DPSS District Offices:

GAIN REGIONAL OFFICES:

Number of orientation sessions provided at GAIN Regional Offices (GAIN Orientations):

Number of GAIN participants receiving Supportive Services orientation at GAIN Regional Offices:

Number of orientation sessions provided at GAIN Regional Offices (Job Club presentations):

Number of GAIN participants receiving Supportive Services orientation at GAIN Regional Offices for Job Club:

NUMBER OF FTE'S

Number of Full-Time Equivalent staff delivering direct services (outreach, orientations, and treatment) during the month: